

2025 PROVIDER QUICK REFERENCE GUIDE

Health Insurance Marketplace - Texas

ELIGIBILITY

Member Services Phone: **844-282-3025** Fax: **210-766-8851**

Christus.HP.memberservices.inquiry@christushealth.org

Provider Inquiries Phone: **844-282-3025** Fax: **210-766-8851**

Provider Portal www.christushealthplan.org

CHRISTUS Health Plan		TX - EX
Member		Medical Plan
Subscriber Name: JOHN SAMPLE		PCP Office Visit: \$0
Subscriber ID: 0000000000		Specialist Office Visit: \$10
Group Number: 66252TX02800006		Emergency Room: 25%
Effective Date: 04/01/2025		Urgent Care: \$5
PCP Name: Jane Doe		OOP Max: \$1800/\$3600
PCP Phone: 555-555-5555		INN Deductible Combined: \$0/\$0
		GHP TDI HMO
Dependents:		Pharmacy Plan
JANE SAMPLE	0000000001	RxBIN: 003858
JIMMY SAMPLE	0000000002	RxPCN: A4
		RxGRP: CHPHCRE
		Preferred Generic Drug: \$0
		Generic Drug: \$0
		Brand Drug: \$15
		Non Preferred Brand Drug: \$50
		Specialty Drug: \$150

Provider Services	Member Services
Submit Medical Claims to: P.O. Box 561123 Dallas, TX 75356 Payor ID: 52106	Member Services 1-844-282-3025 TTY 711
Submit Dental Claims to: P.O. Box 1809 Alpharetta, GA 30023-1809	Superior Vision 1-800-879-6901 Delta Dental 1-833-459-1167 Pharmacy for Members 1-844-569-2830 TDD Pharmacy 1-800-759-1089
Submit Vision Claims to: 839 Elkridge Landing Rd, Ste 200 Linthicum, MD 21090	Assistance 24/7 Nurse Line: 1-844-581-3175

CHRISTUS Health Plan is a licensed HMO in Texas. CHRISTUS Health Plan is also the sole owner of CHRISTUS Health Plan Louisiana, a licensed HMO in Louisiana which operates under the registered trade name of CHRISTUS Health Plan.

Please visit www.christushealthplan.org for more information about your plan and to find information on how to locate an in-network provider.

PROVIDER RELATIONS

Needs or portal access:

CHP.ProviderNetwork@christushealth.org

CHRISTUS HEALTH PLAN SITE www.christushealthplan.org

Provider Resources, Education, Search, and Portal

NETWORK CONTRACTING

CHP.NetworkDevelopment@christushealth.org

SALES & MARKETING

TXBrokerSupport@christushealth.org

Broker/Prospect Inquiries, Marketing Events Phone: **833-889-4357**

CLAIMS

Claims Submissions Claims filing deadline 95 days
Unless otherwise agreed upon in the provider's contract

Claims Resubmissions Resubmission deadline **180** days

Claims Address CHRISTUS Health Plan Texas Exchange

Phone: **844-282-3025** P.O. Box 561123

Dallas, TX 75356

Electronic Claims Clearinghouse: Availity

Payor ID: **52106**

AUTHORIZATION INFORMATION

Please visit www.christushealthplan.org for the most up-to-date authorization list. For questions contact us at **800-446-1730**.

UTILIZATION MANAGEMENT & BEHAVIORAL HEALTH

Phone: **800-446-1730** (ext 1)

Fax: **800-277-4926**

CARE MANAGEMENT

Phone: **800-446-1730** (ext 2)

COMPLAINTS AND APPEALS

ChristusCAG@christushealth.org

Phone: **844-282-0380**

Fax: **866-416-2840**

Appeals deadline: **180** days from the date of the last disposition

Mail to: CHRISTUS Health Plan

ATTN: Complaint and Appeals

P.O. Box 169009

Irving, TX 75016

CREDENTIALING VERIFICATION

Non-Delegated providers

Christus.HP.Credentialing@christushealth.org

Delegated providers

Christus.DSO.Delegation@christushealth.org

Facilities and Ancillaries

Christus.HP.Facility@christushealth.org

ELIGIBILITY AND ENROLLMENT

Christus.HP.Eligibility@christushealth.org

Phone: **844-282-0380**

Fax: **866-416-2840**

Open Enrollment

11/01/2024 - 01/15/2025

NEW PROVIDER PORTAL URL

<https://christushealthprovider.healthtrioconnect.com/>

PHARMACY BENEFIT MANAGER

Express Scripts, Inc. (ESI)

1-800-949-8779

Pharmacy Help Desk

1-800-922-1557



DENTAL BENEFIT VENDOR

Delta Dental

www.deltadentalins.com

Member/Provider Services

1-833-459-1167



VISION BENEFIT VENDOR

Superior Vision

www.superiorvision.com

Member Services

1-800-879-6901

Provider Services

1-877-235-5317



FITNESS VENDOR

(Plus plans ONLY)

Active&Fit

www.activeandfit.com

Member Services

877-771-2746 (TTY 711)

Monday - Friday, 5 am - 6 pm



FAMILY PLANNING CLAIMS PAYMENT

Conduent

844-242-3025

RESOURCES

www.cms.gov

FRAUD, WASTE AND ABUSE

FWA HOTLINE

855-771-8072

Secure Fax

210-766-8849

CHRISTUS Health Plan

ATTN: Special Investigations Unit

5101 N. O'Connor Blvd.

Irving, TX 75039

ChristusHealthPlanSIU@christushealth.org